

ANNEXURE F

VOLUNTEER MANAGEMENT POLICY

Policy Number: VVET-VMP-007

Attached to and forming an integral part of the Board Resolution passed by the Board of Trustees of Vistara Vidyaanidhi Educational Trust on 09 June 2026 relating to the adoption of organizational governance and operational policies.

Board Approval and Adoption

Certified that this Annexure contains the true and correct copy of the Policy approved and adopted by the Board of Trustees of Vistara Vidyaanidhi Educational Trust vide Board Resolution dated 09 June 2026 and forms an integral part thereof.

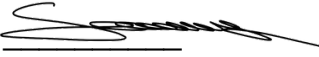
CERTIFIED TRUE COPY

For VISTARA VIDYAANIDHI EDUCATIONAL TRUST



Mr. Sarmas Vali Manegar

Chairman & Managing Trustee
For VISTARA VIDYAANIDHI TRUST

Signature: 
Trustee

Mr. Manegar Chinna Sarmas Sab

Trustee
For VISTARA VIDYAANIDHI TRUST

Signature: 
Trustee



VISTARA VIDYAANIDHI EDUCATIONAL TRUST

VOLUNTEER MANAGEMENT POLICY

Policy Number: VVET-VMP-007

Effective Date: 09/06/2026

Approved By: Board of Trustees

Policy Owner: Board of Trustees

Review Frequency: Every Three (3) Years or Earlier if Required

1. PREAMBLE

Vistara Vidyaanidhi Educational Trust ("the Trust") recognizes the significant contribution made by volunteers in advancing the organization's educational, charitable, social development, research, community engagement, innovation, scholarship, outreach, mentorship, and capacity-building objectives.

Volunteers serve as valuable partners in the implementation of the Trust's mission and contribute their time, knowledge, expertise, skills, experience, networks, and commitment to support organizational programs and activities.

The Trust is committed to ensuring that volunteer engagement is conducted in a structured, ethical, transparent, safe, inclusive, accountable, and mutually beneficial manner that protects the interests of volunteers, beneficiaries, children, educational institutions, partners, and the Trust itself.

This Volunteer Management Policy establishes the framework governing the recruitment, selection, onboarding, supervision, conduct, responsibilities, rights, welfare, recognition, performance management, and disengagement of volunteers associated with the Trust.

The Trust seeks to create a positive volunteering environment that promotes respect, professionalism, inclusion, learning, accountability, and meaningful contribution.

2. PURPOSE OF THE POLICY

The purpose of this Policy is to establish clear principles, standards, procedures, and responsibilities governing volunteer engagement within the Trust.

This Policy seeks to:

- Promote effective volunteer engagement.
- Ensure consistent volunteer management practices.
- Establish expectations and responsibilities.
- Protect beneficiaries and stakeholders.



- Promote volunteer safety and welfare.
- Support organizational accountability.
- Encourage ethical conduct.
- Strengthen safeguarding practices.
- Support compliance with applicable laws and organizational policies.
- Enhance the effectiveness of volunteer contributions.

The Trust believes that well-managed volunteer programs contribute significantly to organizational effectiveness, community impact, and mission achievement.

3. SCOPE AND APPLICABILITY

This Policy applies to all individuals who provide services, support, assistance, expertise, mentorship, participation, or contributions to the Trust on a voluntary basis without entering into a formal employment relationship.

This Policy applies to:

- Individual volunteers;
- Student volunteers;
- Community volunteers;
- Event volunteers;
- Program volunteers;
- Research volunteers;
- Educational volunteers;
- Technical volunteers;
- Mentors serving voluntarily;
- Advisors serving voluntarily;
- Group volunteers;
- Corporate volunteers participating in volunteering activities.

This Policy applies regardless of:

- Duration of service;
- Location of service;



- Mode of engagement;
- Nature of activity;
- Whether engagement occurs physically or virtually.

4. POLICY STATEMENT

The Trust is committed to ensuring that volunteers are treated fairly, respectfully, safely, and professionally.

Volunteers shall be provided with appropriate information, guidance, supervision, and support necessary to perform their roles effectively.

The Trust recognizes that volunteers are not employees and that volunteer engagement does not create an employment relationship unless otherwise expressly agreed in writing.

Volunteer participation shall be based on mutual respect, shared objectives, and a commitment to organizational values.

The Trust shall endeavor to ensure that volunteer engagement contributes positively to both organizational objectives and volunteer experiences.

5. GUIDING PRINCIPLES

5.1 Respect and Dignity

The Trust shall treat all volunteers with dignity, courtesy, fairness, and respect.

Volunteers shall be valued as contributors to the mission of the organization and shall be free from discrimination, harassment, exploitation, intimidation, or unfair treatment.

5.2 Inclusion and Equal Opportunity

The Trust is committed to promoting inclusive volunteer opportunities.

Volunteer engagement decisions shall be based upon objective and relevant considerations and shall not unlawfully discriminate on the basis of:

- Gender;
- Religion;
- Language;
- Disability;
- Ethnicity;



- Social background;
- Economic status;
- Nationality;
- Age (subject to legal and safeguarding requirements).

5.3 Accountability

Volunteers are expected to act responsibly, professionally, and in accordance with organizational policies.

The Trust shall also remain accountable for providing appropriate guidance, supervision, and support.

5.4 Safety and Well-Being

The Trust recognizes its responsibility to promote safe volunteering environments and to take reasonable steps to protect volunteers and beneficiaries.

5.5 Integrity and Professionalism

Volunteers are expected to uphold the values, mission, and reputation of the Trust through ethical and professional conduct.

6. DEFINITION OF A VOLUNTEER

For the purposes of this Policy, a volunteer refers to any individual who willingly contributes time, expertise, services, skills, effort, knowledge, or support to the Trust without entering into a formal employment relationship.

Volunteers may participate in:

- Educational initiatives;
- Mentorship activities;
- Scholarship programs;
- Research projects;
- Events and outreach activities;
- Awareness campaigns;
- Administrative support;



- Technical assistance;
- Community engagement initiatives.

Volunteer engagement is generally undertaken without expectation of salary, wages, employment benefits, or long-term employment rights.

The Trust may reimburse approved expenses in accordance with applicable procedures, but reimbursement does not alter the volunteer nature of the engagement.

7. VOLUNTEER RECRUITMENT AND SELECTION

The Trust shall endeavor to recruit volunteers through fair, transparent, and objective processes.

Recruitment methods may include:

- Public announcements;
- Volunteer campaigns;
- Educational institution partnerships;
- Community outreach;
- Referral programs;
- Online platforms;
- Events and awareness initiatives.

Selection decisions may consider:

- Skills;
- Experience;
- Availability;
- Suitability;
- Safeguarding requirements;
- Program needs;
- Organizational capacity.

The Trust reserves the right to accept, decline, suspend, or discontinue volunteer engagement where appropriate.

Volunteer opportunities are not guaranteed and shall be determined by organizational needs and available resources.



8. APPLICATION, SCREENING, AND VETTING

The Trust recognizes the importance of responsible volunteer selection, particularly where volunteers may interact with children, students, beneficiaries, educational institutions, vulnerable individuals, confidential information, financial resources, or sensitive organizational activities.

Screening measures may include:

- Application forms;
- Interviews;
- Identity verification;
- Reference checks;
- Qualification verification;
- Background declarations;
- Safeguarding acknowledgements;
- Policy acknowledgements;
- Criminal record verification where appropriate and legally permissible.

The extent of screening may vary depending upon the nature of the volunteer role and associated risks.

The Trust reserves the right to decline volunteer engagement where concerns arise regarding suitability, safeguarding, integrity, conduct, or organizational risk.

9. VOLUNTEER ONBOARDING AND ORIENTATION

The Trust may provide orientation and onboarding activities designed to familiarize volunteers with:

- Organizational mission;
- Programs and activities;
- Policies and procedures;
- Safeguarding requirements;
- Code of Conduct expectations;
- Health and safety considerations;
- Reporting mechanisms;



- Volunteer responsibilities.

Orientation contributes to volunteer effectiveness and supports consistent understanding of organizational expectations.

Volunteers are expected to participate in onboarding activities as required.

10. VOLUNTEER ROLES AND RESPONSIBILITIES

Volunteers shall perform duties that are assigned, authorized, or approved by the Trust.

Volunteer responsibilities may include:

- Program support;
- Event coordination;
- Educational activities;
- Mentorship;
- Research assistance;
- Administrative support;
- Outreach activities;
- Awareness initiatives;
- Technical support.

Volunteers shall:

- Act responsibly;
- Follow organizational policies;
- Respect beneficiaries;
- Maintain confidentiality;
- Report concerns;
- Protect organizational property;
- Promote organizational values.

Volunteers shall not undertake activities beyond their assigned authority without appropriate approval.

11. VOLUNTEER RIGHTS



The Trust recognizes that volunteers have legitimate expectations regarding their treatment and engagement.

Volunteers may expect:

- Respectful treatment;
- Fair opportunities;
- Appropriate supervision;
- Access to relevant information;
- Safe working environments;
- Protection from discrimination;
- Protection from harassment;
- Access to grievance mechanisms;
- Recognition of contributions.

The Trust seeks to create an environment where volunteers feel valued, supported, and respected.

12. VOLUNTEER SUPERVISION AND SUPPORT

The Trust shall endeavor to provide reasonable supervision and support to volunteers.

Supervision may include:

- Guidance;
- Performance feedback;
- Training;
- Clarification of responsibilities;
- Risk management support;
- Safeguarding oversight.

Volunteers are encouraged to seek guidance whenever uncertainty exists regarding responsibilities, expectations, or organizational procedures.

The Trust recognizes that effective supervision contributes to volunteer success and organizational effectiveness.

13. VOLUNTEER CODE OF CONDUCT



Volunteers represent the values, mission, and reputation of the Trust and are therefore expected to maintain high standards of professionalism, integrity, accountability, courtesy, and ethical conduct.

- Act honestly and responsibly.
- Treat all individuals with dignity and respect.
- Comply with organizational policies.
- Protect organizational resources.
- Maintain confidentiality.
- Support safeguarding objectives.
- Promote inclusion and non-discrimination.
- Avoid conflicts of interest.
- Cooperate with organizational procedures.
- Act in the best interests of the Trust.

- Harassment;
- Discrimination;
- Abuse of authority;
- Fraudulent conduct;
- Misuse of resources;
- Unauthorized representation of the Trust;
- Violence or threatening behavior;
- Retaliation against others;
- Conduct that may damage the reputation of the Trust.

14. CHILD SAFEGUARDING RESPONSIBILITIES

The Trust recognizes that many volunteers may interact with children, students, scholarship beneficiaries, youth participants, and educational institutions.

Accordingly, all volunteers are required to comply with the Trust's Child Protection and Safeguarding Policy.

Volunteers shall:

- Prioritize child safety.
- Maintain professional boundaries.
- Treat children respectfully.
- Report safeguarding concerns promptly.
- Follow safeguarding procedures.
- Participate in safeguarding training where required.

Volunteers shall not:

- Engage in inappropriate relationships with children.
- Communicate inappropriately with minors.
- Use physical punishment.
- Engage in grooming behavior.
- Ignore safeguarding concerns.
- Place children at unnecessary risk.

The safety and welfare of children shall remain paramount in all volunteer activities.

15. CONFIDENTIALITY OBLIGATIONS

Volunteers may have access to information relating to:

- Beneficiaries;
- Students;
- Scholarship applicants;
- Donors;
- Employees;



- Volunteers;
- Educational institutions;
- Partners;
- Financial information;
- Research activities;
- Organizational plans.

Such information shall be treated as confidential and used only for authorized organizational purposes.

Volunteers shall not disclose confidential information to unauthorized persons during or after their association with the Trust.

Confidential information may only be disclosed where:

- Authorized by the Trust;
- Required by law;
- Required for safeguarding purposes;
- Necessary to protect organizational interests.

The obligation of confidentiality survives the conclusion of volunteer engagement.

16. DATA PRIVACY RESPONSIBILITIES

Volunteers who handle personal information are required to comply with the Trust's Data Privacy and Data Protection Policy.

Volunteers shall:

- Protect personal information.
- Access information only where authorized.
- Avoid unnecessary collection of information.
- Prevent unauthorized disclosure.
- Report privacy incidents.
- Follow information security procedures.

Volunteers shall not:

- Share personal information without authorization.



- Use information for personal purposes.
- Copy or distribute information improperly.
- Circumvent security measures.

The Trust recognizes that privacy protection is a shared responsibility.

17. HEALTH, SAFETY, AND WELL-BEING

The Trust is committed to promoting safe volunteering environments.

Reasonable efforts shall be undertaken to:

- Identify risks;
- Provide safety information;
- Maintain safe facilities;
- Support emergency preparedness;
- Promote safe practices.

Volunteers are expected to:

- Follow safety instructions;
- Report hazards;
- Use equipment responsibly;
- Avoid unsafe behavior;
- Cooperate with safety procedures.

The Trust recognizes that volunteer well-being contributes to effective and sustainable volunteer engagement.

18. USE OF ORGANIZATIONAL PROPERTY AND RESOURCES

Volunteers may be granted access to organizational property, equipment, facilities, technology systems, materials, educational resources, communication platforms, and other assets.

Such resources shall be used solely for authorized organizational purposes.

Volunteers shall:

- Protect organizational property.
- Use resources responsibly.



- Avoid waste and misuse.
- Report damage or loss.
- Return property when requested.

Unauthorized use, theft, destruction, misappropriation, or negligent handling of organizational resources may result in corrective action.

19. EXPENSE REIMBURSEMENT

Volunteer engagement is generally undertaken without compensation.

However, the Trust may reimburse reasonable and pre-approved expenses incurred in connection with authorized volunteer activities.

Eligible expenses may include:

- Travel expenses;
- Accommodation expenses;
- Program-related costs;
- Communication expenses;
- Other approved expenditures.

Reimbursement may be subject to:

- Prior approval;
- Submission of receipts;
- Supporting documentation;
- Budget availability.

The Trust reserves the right to determine eligibility and reimbursement limits.

Expense reimbursement shall not create an employment relationship.

20. TRAINING AND CAPACITY BUILDING

The Trust may provide training opportunities designed to enhance volunteer effectiveness and organizational impact.

Training may include:

- Orientation;



- Safeguarding awareness;
- Policy awareness;
- Program-specific instruction;
- Leadership development;
- Technical training;
- Research methodologies;
- Educational facilitation skills.

Volunteers are encouraged to participate in relevant training activities and apply acquired knowledge responsibly.

The Trust recognizes that investment in volunteer development contributes to organizational effectiveness and community impact.

21. PERFORMANCE MANAGEMENT AND FEEDBACK

The Trust recognizes the importance of maintaining quality standards and supporting volunteer development.

Accordingly, volunteer performance may be monitored and reviewed based upon:

- Reliability;
- Professionalism;
- Policy compliance;
- Quality of contribution;
- Safeguarding responsibilities;
- Communication;
- Teamwork;
- Organizational values.

Feedback may be provided to:

- Recognize strengths;
- Clarify expectations;
- Address concerns;
- Promote improvement.



The purpose of performance review is developmental rather than punitive.

The Trust seeks to support volunteers in fulfilling their responsibilities effectively.

22. VOLUNTEER COMPLAINTS AND GRIEVANCES

The Trust is committed to providing a fair and respectful environment for volunteers.

Volunteers may raise concerns relating to:

- Working conditions;
- Harassment;
- Discrimination;
- Safety concerns;
- Unfair treatment;
- Policy violations;
- Interpersonal conflicts;
- Organizational practices.

The Trust shall endeavor to review concerns fairly, objectively, and respectfully.

Retaliation against volunteers who raise concerns in good faith is prohibited.

The Trust encourages early communication and constructive resolution of issues wherever possible.

23. CONFLICT OF INTEREST

Volunteers shall avoid situations where personal interests conflict, or appear to conflict, with the interests of the Trust.

Potential conflicts may arise through:

- Family relationships;
- Business interests;
- Financial interests;
- Vendor relationships;
- Scholarship decisions;
- Procurement activities.



Volunteers shall disclose conflicts promptly and cooperate with conflict management procedures.

The Trust shall assess and manage conflicts appropriately in accordance with its Conflict of Interest Policy.

24. SOCIAL MEDIA AND PUBLIC COMMUNICATIONS

Volunteers shall exercise care when communicating publicly about the Trust.

Volunteers shall not:

- Represent personal opinions as official organizational positions;
- Disclose confidential information;
- Publish misleading information;
- Misrepresent organizational activities;
- Make unauthorized public statements.

Authorized communications shall be conducted through designated representatives.

The Trust encourages responsible, respectful, and accurate communication practices.

25. DISCRIMINATION, HARASSMENT, AND ABUSE

The Trust maintains a zero-tolerance approach toward discrimination, harassment, bullying, intimidation, abuse, retaliation, and inappropriate conduct.

Volunteers shall contribute to a respectful and inclusive environment.

The Trust prohibits conduct based on:

- Gender;
- Religion;
- Language;
- Disability;
- Ethnicity;
- Social background;
- Nationality;
- Any other protected characteristic.



Reports of misconduct shall be addressed appropriately and in accordance with organizational procedures.

26. DISCIPLINARY ACTIONS

Where concerns arise regarding volunteer conduct, performance, policy compliance, safeguarding responsibilities, confidentiality obligations, or other matters, the Trust may take appropriate action.

Actions may include:

- Informal counseling;
- Additional training;
- Written warnings;
- Restriction of responsibilities;
- Suspension from activities;
- Removal from programs;
- Termination of volunteer engagement;
- Reporting to authorities where appropriate.

The nature of the action shall depend upon the seriousness of the issue and the circumstances involved.

The Trust shall seek to act fairly, proportionately, and consistently.

VISTARA VIDYAANIDHI EDUCATIONAL TRUST

VOLUNTEER MANAGEMENT POLICY

PART III (FINAL)

27. VOLUNTEER RECOGNITION AND APPRECIATION

The Trust recognizes that volunteers contribute significant time, expertise, energy, creativity, and commitment toward advancing the mission and objectives of the organization. Volunteer contributions play an important role in supporting educational initiatives, scholarship programs, outreach activities, research projects, community engagement efforts, mentorship programs, events, and organizational development.

The Trust believes that meaningful recognition contributes to volunteer satisfaction, engagement, retention, and motivation.

Accordingly, the Trust may undertake various forms of volunteer recognition, including:



- Certificates of Appreciation;
- Letters of Recommendation;
- Letters of Acknowledgement;
- Volunteer Service Awards;
- Recognition at organizational events;
- Appreciation announcements;
- Public acknowledgements where appropriate;
- Opportunities for leadership development;
- Professional development opportunities;
- Training and capacity-building opportunities.

Recognition decisions shall be based on objective and fair considerations, including contribution, commitment, impact, professionalism, reliability, and alignment with organizational values.

The Trust shall endeavor to recognize volunteer contributions in a manner that is respectful, inclusive, and consistent with available resources.

Recognition shall not create any contractual, employment, financial, or ownership rights within the organization.

28. VOLUNTEER RECORDS AND DOCUMENTATION

The Trust may maintain records relating to volunteer engagement for governance, operational, safeguarding, legal, compliance, and organizational purposes.

Volunteer records may include:

- Application forms;
- Screening documentation;
- Identification records;
- Training records;
- Attendance records;
- Volunteer agreements;
- Performance records;
- Certificates issued;



- Communication records;
- Safeguarding acknowledgements;
- Policy acknowledgements;
- Exit records.

The Trust shall endeavor to maintain such records accurately, securely, and confidentially.

Volunteer information shall be handled in accordance with the Trust's Data Privacy and Data Protection Policy.

Access to volunteer records shall be restricted to authorized individuals with legitimate organizational responsibilities.

29. VOLUNTEER SEPARATION, RESIGNATION, AND DISENGAGEMENT

Volunteer engagement may conclude for various reasons, including:

- Completion of assignments;
- Completion of projects;
- Expiry of volunteer terms;
- Organizational restructuring;
- Volunteer resignation;
- Program closure;
- Health or personal circumstances;
- Policy violations;
- Safeguarding concerns;
- Organizational requirements.

Volunteers may resign at any time by providing reasonable notice where practicable.

The Trust may also discontinue volunteer engagement where:

- Organizational needs change;
- Volunteer roles become unnecessary;
- Performance concerns arise;
- Policy violations occur;



- Safeguarding risks are identified;
- Organizational interests require discontinuation.

Where appropriate, the Trust may conduct exit discussions to gather feedback, identify lessons learned, and support positive closure of volunteer relationships.

The conclusion of volunteer service shall not affect ongoing confidentiality, privacy, safeguarding, intellectual property, or other continuing obligations.

30. RETURN OF ORGANIZATIONAL PROPERTY

Upon completion or termination of volunteer engagement, volunteers shall promptly return any organizational property, materials, records, identification cards, equipment, technology devices, documents, access credentials, educational resources, or other items belonging to the Trust.

The Trust reserves the right to restrict access to facilities, systems, platforms, records, and resources following the conclusion of volunteer engagement.

Volunteers shall not retain confidential organizational information following separation unless specifically authorized by the Trust.

The protection of organizational assets and information remains a continuing obligation.

31. CONTINUING OBLIGATIONS AFTER VOLUNTEER SERVICE

Certain obligations continue after volunteer engagement ends.

Such obligations may include:

- Confidentiality obligations;
- Data protection responsibilities;
- Intellectual property obligations;
- Safeguarding responsibilities;
- Non-disclosure commitments;
- Protection of organizational information;
- Cooperation with ongoing investigations where required.

The Trust expects former volunteers to continue respecting these obligations even after their formal association with the organization concludes.

Failure to comply with continuing obligations may result in legal, contractual, or other appropriate action.



32. RESPONSIBILITIES OF THE TRUST

The Trust recognizes that effective volunteer engagement requires organizational commitment and accountability.

Accordingly, the Trust shall endeavor to:

- Provide appropriate volunteer opportunities;
- Communicate expectations clearly;
- Promote safe volunteering environments;
- Support safeguarding responsibilities;
- Provide reasonable supervision;
- Promote fairness and inclusion;
- Protect volunteer dignity and rights;
- Address concerns appropriately;
- Recognize contributions;
- Maintain relevant records;
- Promote compliance with organizational policies.

The Trust recognizes that volunteer engagement is a collaborative relationship built upon mutual respect, trust, professionalism, and shared commitment to organizational objectives.

33. BOARD OVERSIGHT RESPONSIBILITIES

The Board of Trustees bears ultimate responsibility for ensuring that volunteer engagement practices are consistent with organizational values, governance principles, safeguarding obligations, legal requirements, and strategic objectives.

The Board shall endeavor to:

- Promote ethical volunteer engagement;
- Support volunteer development;
- Monitor significant volunteer-related risks;
- Review volunteer management practices;
- Promote safeguarding compliance;



- Support accountability and transparency;
- Ensure appropriate policies and procedures exist.

The Board recognizes that volunteers are valuable contributors to the mission and impact of the Trust and should be supported through effective governance and responsible management practices.

34. POLICY REVIEW AND AMENDMENT

This Policy shall be reviewed periodically to ensure continued relevance, effectiveness, compliance, and alignment with organizational needs.

Review processes may consider:

- Legal developments;
- Safeguarding requirements;
- Governance standards;
- Organizational growth;
- Volunteer feedback;
- Risk assessments;
- Operational experience.

The Board of Trustees reserves the right to amend, revise, supplement, replace, or withdraw provisions of this Policy as deemed necessary.

Any amendments shall be communicated appropriately to affected stakeholders.

35. GOVERNANCE DECLARATION

The Board of Trustees of Vistara Vidyaanidhi Educational Trust affirms its commitment to promoting meaningful, safe, ethical, inclusive, and effective volunteer engagement.

The Board recognizes that volunteers contribute significantly to the achievement of the Trust's charitable, educational, research, innovation, and community development objectives.

Through this Policy, the Trust seeks to create an environment in which volunteers are respected, supported, protected, and empowered to contribute positively to organizational impact and social development.

Every volunteer associated with the Trust is expected to uphold the principles and requirements established under this Policy.

